**IT Applications Unit 3, AOS 1, Online Communities**

Complete the following, from Chapter 2, Online Communities, pgs, 51-58

**Website that support online communities**

**Wikis**

1. Describe the nature of a wiki.

A wiki is a website that allows users to enter and communally edit its content.

1. What are strengths of wikis?

It allows collaborative work amongst many users. It’s also easy to use.

1. Distinguish between, public, protected and private wikis.

* Public allows anyone to use the wiki.
* Protected only allows invited guest.
* Private only allows access by the granted origination.

1. What is meant by soft security?

It works socially to convince people to be friendly; assumes good faith and aims to limit damage.

**Blogs**

1. What is a blog

A blog in an online journal by one person.

1. Distinguish between a blog and a wiki.

A wiki is more for collaboration purposes rather than online journal.

**Forums**

1. Describe the nature of a forum.

An internet forums is online messages board or discussion website that supports online communities that wish to facilitate information exchange.

1. What is a thread?

A thread can contain any number of post, including multiple posts from the same members, even if they are one after another.

**Purpose of an online community:**

1. To broadcast information and events using various tools
   1. List tools for broadcasting information.

* Simple website
* Blog set up for the organisation
* Email mailing list
* Twitter account
  1. What is a RSS feed?

Allows users to receive content feeds from a variety of sources, including the latest news headlines.

1. To facilitate discussions, collaboration & information using tools
   1. What is required for collaborative problem solving to work well?

For collaborative problem solving to work well the following principles need to be considered:

* Behind every successful project there is a team: it is important that the team has a common purpose and that the relevant parties are involved in developing ideas.
* A clear purpose ensures success: once the team is formed it is important to get the process right, each team member should have equal access to the relevant information, and the problem-solving should be designed from the inside not the outside this will ensure that it is designed in a way that is sufficiently flexible.
* Clearly documented processes will prevent misunderstandings: it is important that the project is achievable, it is also important that the participants are accountable for what is accomplished.
  1. Distinguish between synchronous and asynchronous collaboration.

Synchronous means that the collaboration can happen in real time using chat or videoconferencing software. Asynchronous means that there is no timing requirement for the exchange of data (each member of the team can respond to the email or tread in their own space and time).

1. To store and develop organisational knowledge
   1. List the tools for knowledge sharing and exchange.

* Wikis
* Microsoft SharePoint
* Groupware
* Content management systems (CMS)

**Characteristics of online communities, p 57**

Be aware of the following:

In setting up an online community characteristics of communities need to be taken into account:

1. Online communities appealing to gender groups
2. Online communities appealing to special needs
3. Online communities appealing to cultural needs
4. Age-restrictive and age-targeted communities
5. Access requirements need also to be considered, (open or closed).

**Non-Technical Constraints on developing a website for a community, p 58**

1. Ensuring privacy in an online community
   1. Describe the strategies that co-ordinators can put in place to decrease the risk of privacy attacks.

Co-ordinators can do the following to decrease the risk of privacy attacks:

* Properly verify all memberships, some communities even have a 24 hour waiting time on memberships to prevent people getting in and doing damage.
* They can force members to choose safe passwords i.e. combination of letters, lower and upper case, numbers, symbols and enforcing a minimum length for the password to be. This is all to lower the probability of ‘hackable’ passwords.
* Community administrators need to also be observant of activity happening on the site and be quick to pounce on any inappropriate behaviour.
  1. How does the Information Privacy Act protect privacy?

The Information Privacy Act protects privacy by stopping the owners of an online community from using any collected data without the consent of the people it was taken from.

1. Copyright in online communities
   1. What copyright considerations need to be taken into account when setting up a community?

* Do you own the images or text you are using on your website
* Are you infringing on the copyright of others by broadcasting discussions or ideas in an open forum.

1. Human rights requirements
   1. What is contained in the Human Rights & Responsibilities Charter that covers members’ freedom, respect, equality and dignity.

* Hate crimes: an online community should not encourage crimes based on hate or religious vilification of others
* Discrimination: an online community should not discriminate on the basis of gender, culture or sexuality
* Victimising members: an online community should not encourage the victimisation of members.

1. Social online protocols
   1. What is meant by online protocols?

Online protocols are protocols that govern the way members must act and how disagreements are solved in an online community.